

**\*\*\*REDACTED\*\*\***

**AMERICAN AIRLINES / MAY 2012**

**DOT PET INCIDENT REPORT**

***Carrier and Flight Number***

American Airlines Flight #956

***Date and Time of the Incident***

23 May 2012 @ 0615

***Description of the Animal, Including Name***

Feline, named Farrell

***Narrative Description of Incident***

While off-loading the aircraft, fleet service clerks noticed that one of two cats was deceased. Customs quarantined the cat until it could be taken to a local veterinarian for a necropsy.

***Narrative Description of Cause of the Incident***

The veterinarians report indicates that the cause of death was a heart attack.

***Narrative Description of any Corrective Action Taken in Response to Incident***

No immediate corrective action is necessary.

**\*\*\*REDACTED\*\*\***

**AMERICAN AIRLINES / January 2012**

**DOT PET INCIDENT REPORT**

***Carrier and Flight Number***

American Airlines Flight #462 DFW-MCO

***Date and Time of the Incident***

17 JAN 2012 19:55

***Description of the Animal, Including Name***

Dog – Name: Cup Cake

***Narrative Description of Incident***

Dog was shipped Priority Parcel Service (AWB#7791 9383) from Newark to Dallas/Ft. Worth, then connecting to Orlando. During the offloading process, the kennel bottom half came unsnapped and dropped off, causing the dog to run free on the tarmac. Subsequently, the dog was found deceased on the active runway.

***Narrative Description of Cause of the Incident***

The agent at Newark accepted a “snap-together” type kennel. AA policy prohibits acceptance of this kennel type, since the plastic snaps are prone to failure during shipping.

***Narrative Description of any Corrective Action Taken in Response to Incident***

AA training has released system-wide advisories to all Cargo and Passenger Service personnel reinforcing the prohibition of snap-together kennels for Cargo shipments or customer checked-pets. Additionally, the live animal checklist was updated with a more precise description of a snap top kennel. Lastly, the live animal acceptance training lesson is in the process of being updated with this information as well.